

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

## NEW ENTERPRISE RURAL ELECTRIC COOPERATIVE, INC.

3596 Brumbaugh Road  
New Enterprise, PA 16664-8814  
814-766-3221 • 1-800-270-3177  
FAX: 814-766-3319  
Website: [www.newenterpriserec.com](http://www.newenterpriserec.com)

### BOARD OF DIRECTORS

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Secretary  
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Asst. Secretary  
**Curtis Brant**  
Treasurer  
**Brian McCoy**  
**Mark Swope**

### OFFICE HOURS

Monday through Friday  
7 a.m. - 3:30 p.m.

### EMERGENCY OUTAGE NUMBERS

814-766-3221  
1-800-270-3177

## 2023: The Road Ahead



**AS WE CLOSE THE BOOKS** on 2022 and start a new chapter in 2023, I am happy to report on some of the progress we have made over the past year and chat a bit about our plans for the upcoming year.

2022 was a busy year for the cooperative linemen. Our work plan sets lofty goals for pole replacements and system maintenance each year, which ensures we are doing what is necessary to keep the lights on. While the initial focus was simply on replacing aging and end-of-life pole assets, the cooperative was able to relocate a few pieces of line from undesirable locations to areas where truck access is now a possibility for power restoration. We also inventoried poles across our distribution system and developed a plan to target the oldest ones on the system and schedule them for replacement. All told, this maintenance plan has our crews replacing more than 220 existing New Enterprise Rural Electric Cooperative (REC) poles. Many new line extensions have been worked into daily operations in addition to our scheduled maintenance.

Each year, the cooperative inspects pole infrastructure throughout the distribution system. Last year, we conducted a pilot program using a new testing technique that could reduce this expense around 30%. For 2023, we are also looking at a pilot project to incorporate drones to inspect poles. This technology will help us get a “bird’s-eye” view of the tops of poles, cross arms, hardware and equipment, and save countless hours in labor. To perform these inspections now, we either have to take a bucket truck to each pole site or have a lineman physically climb each pole.

One of the biggest operational expenses for the cooperative is right-of-way and vegetation management. Each year, New Enterprise REC linemen and contractors perform maintenance on upward of 70 miles of line. Our crews make their way around the system every six years for scheduled work. Our plan also includes provisions for hotspots — areas in need of immediate attention. As always, anytime you are concerned a tree may contact the line, let us know and cooperative personnel will come out and evaluate a course of action.

Over the past two years, the cooperative has been replacing meters and aging metering technology. We will continue that plan this coming year. The new metering system has the potential to notify us of an outage or voltage problem, thus sometimes preventing outages, equipment failures and potential hazards. The data provided also helps us in planning system upgrades and using cooperative dollars more efficiently.

Our biggest decision of 2022 was evaluating the cooperative rate structure and implementing a necessary rate adjustment. Decisions resulting from this rate study were not easy, knowing that throughout 2022 we experienced wildly increasing prices on nearly everything we purchased in our day-to-day life. The cooperative experienced the same pricing volatility with the cost of fuel, poles, transformers, wire and hardware all increasing from 25% to 40%. In addition to the price increases in material and supplies, the cooperative’s wholesale power rate was projected to increase by more than 40% in 2023.

Our generation and transmission cooperative, Allegheny Electric Cooperative, Inc., was able to buy us some time with support from its deferred revenue fund.

*Continued on page 16D*

# Disconnection of Past-Due Accounts Resumes in April

**DISCONNECTIONS FOR NONPAYMENT WILL START** again at the end of April. If your New Enterprise Rural Electric Cooperative account is scheduled to be disconnected due to nonpayment, a message will be printed on your regular monthly bill, and a separate disconnection letter will be sent to you.


If you receive a notice and are unable to make full payment before the disconnect date listed, please call the cooperative office as soon as possible to make a payment arrangement. These scheduled payments include the costs for current electric use and past-due balances. Once an arrangement is agreed to, the consumer must adhere to the terms. If a payment is missed, the agreement is considered broken, and service will be disconnected immediately. The cooperative is unable to make payment arrangements on the day of the scheduled disconnect, so it is important to contact the office as soon as possible.

If you are disconnected, you will incur additional fees to restore your service. These include charges up to the date of disconnection, a security deposit as well as disconnect and reconnect service fees. These fees will add to the cost of your electric service and

can be avoided by contacting the cooperative office before disconnection.

If you are in need of assistance and meet the income guidelines, contact your local assistance office to apply for the Low Income Home Energy Assistance Program (LIHEAP), which ends April 28, 2023 — so do not wait to apply. See the LIHEAP article on the next page for more information and assistance office phone numbers. 📞

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Visit us at: [www.newenterpriserec.com](http://www.newenterpriserec.com)      Contact us at: (814) 766-3221 or (800) 270-3177  
(814) 766-3319 -- FAX


Account Number	
Statement Date 10/28/2022 Due Date 11/23/2022	
Billing Summary	
Previous Balance	455.05
Payment Received 10/20/22	237.15 CR
Past Due Balance	217.90
Current Charges	195.53
<b>Total Due By 11/23/22</b>	<b>413.43</b>
<b>Total Due After 11/23/22</b>	<b>413.43</b>

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A 1.5% interest and a \$5.00 late charge will be added to bills not paid by the Due Date.

Disconnect Notice  
Your account will be subject to disconnection if the Total Due shown on this bill is not paid before 11/29/2022.

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## FINAL DISCONNECT NOTICE

Account Number	
Date of Notice	11-08-2022
<b>Total Due</b>	<b>\$413.43</b>
<b>Disconnection Date</b>	<b>11-29-2022</b>



# LIHEAP Ends April 28

**THE LOW INCOME HOME ENERGY** Assistance Program (LIHEAP) opened Nov. 1, 2022, and will close April 28, 2023. The program assists families who need help paying their winter heating bills.

To learn if you're eligible, go to the state Department of Human Services' website, [dhs.pa.gov](http://dhs.pa.gov) (choose "Services" and then "Assistance"). You can also request a copy of the brochure and application from New Enterprise Rural Electric Cooperative.

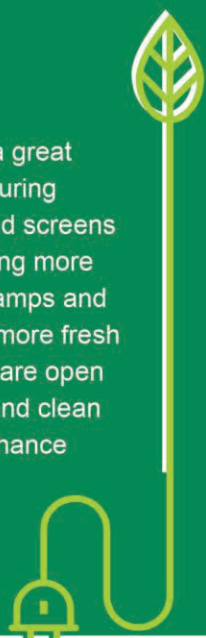
Those eligible can apply at [compass.state.pa.us](http://compass.state.pa.us) or submit a paper application through their county assistance office:

- ▶ Bedford County – 800-542-8584 or 814-623-6127
- ▶ Fulton County – 800-222-8563 or 717-485-3151
- ▶ Huntingdon County – 800-237-7674 or 814-643-1170

## Energy Efficiency Tip of the Month

Washing windows and screens is a great way to practice energy efficiency during spring cleaning. Clean windows and screens make your home brighter by allowing more sunlight in, reducing the need for lamps and fixtures. Clean screens also allow more fresh air in the home when the windows are open to recycle indoor air. Natural light and clean air are energy savers, and they enhance overall health and productivity.

*Source: energy.gov*



## What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

### To receive help...

- Apply between Nov. 1, 2022 and Apr. 28, 2023.
- You don't have to be on public assistance
- You don't need to have an unpaid heating bill
- You can either rent or own your home

## How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

### Cash Grants

Cash grants help families pay their heating bills. The one-time payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. (In some cases, the check may be mailed to you directly.) Cash grants range from \$300-\$1000 and are based on household size, income, and fuel type.

### Crisis Grants

Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your heat. You can receive more than one Crisis grant, as necessary, during the season until the maximum benefit of \$1000 is reached.

### Crisis situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

If you have a heating emergency please call your local county assistance office (CAO).

## How do I apply?

- Apply online at: [www.compass.state.pa.us](http://www.compass.state.pa.us)
- Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or call PA Relay at 711 for the hearing impaired.
- Applications are available at your local CAO

### To apply, you will need

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

## Who is eligible?

You may qualify for a LIHEAP grant if your household income meets the following income guidelines:

INCOME GUIDELINES 2022 - 2023 LIHEAP	
Household Size	Maximum Annual Income
1	\$ 20,385
2	\$ 27,465
3	\$ 34,545
4	\$ 41,625
5	\$ 48,705
6	\$ 55,785
7	\$ 62,865
8	\$ 69,945
9	\$ 77,025
10	\$ 84,105
Each Additional Person Add \$ 7,080	

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.

## Reporting an Outage

- ▶ Check your fuses or circuit breakers. If you have a disconnect box outside, check those breakers as well.
- ▶ Check with your neighbors to see if they have power.
- ▶ Call New Enterprise Rural Electric Cooperative at 814-766-3221 or toll-free at 800-230-3177 and press option 1 for outage.
- ▶ Leave a message if you can't reach the cooperative employee on-call. Please provide the account name, the physical address of the outage location, the time the power went out and a phone number in case the cooperative needs additional information.
- ▶ Also, inform the employee on-call if you saw or heard anything at the time of the outage. Example: a tree fell on the line, a loud bang, a dead bird at the bottom of the transformer pole, etc.
- ▶ Be patient. If the outage occurs during a storm, multiple people are also out of power and calling the office, too. Our linemen strive to restore your power as quickly and safely as possible.
- ▶ If it is a widespread outage and you are on medical equipment, please make sure you have a backup supply of power to get through the outage.
- ▶ Never touch a downed power line or a person or object that is touching a power line. A downed line may still be energized, which can result in serious injury or death.
- ▶ De-energized lines can become energized at any time.
- ▶ If someone is injured because of contact with electricity, do not touch them. Instead, call 911 immediately.

### FROM THE GENERAL MANAGER/CEO

*Continued from page 16A*

This preparedness will cut the increase from more than 40% to around 22%. While we were able to absorb the inflationary pressure on goods and the increases in wholesale power throughout 2022, a rate adjustment was necessary for 2023. Our last rate increase was 10 years ago, so I am proud of how the cooperative has managed to keep the cost of power to the membership consistent over the past decade. Our average residential member uses around 900 kilowatt-hours of energy per month, and the average bill would increase from \$109.12 under the last rate structure to around \$134.16 under the new rates — a \$25 increase.

There is never a good time to announce a rate increase to the membership, and without question, this was a difficult, but necessary, decision to make. We will continue to work to make our dollars go as far as they can and create efficiencies here at home to continue to provide our membership with safe, reliable, and affordable electricity.

Please call or stop by the office anytime if you have questions and to let us know how we are doing. 📞

**MARK MORRISON**  
GENERAL MANAGER/CEO

## Scholarships Available

**THE PREA SCHOLARSHIP TRUST FUND** in Memory of William F. Matson offers scholarships to sons and daughters of members and employees of Pennsylvania's rural electric cooperatives. Applicants must be current high school seniors and able to provide necessary aptitude test scores and financial need information. A minimum of five, \$1,000 scholarships will be awarded.

Also available is the **Jody Loudenslager Memorial Scholarship**, which is awarded to former Youth Tour students. At least one, \$1,000 scholarship in Jody Loudenslager's memory is available for the 2023-24 academic year. Any college-bound or college student who participated in the Pennsylvania Rural Electric Association (PREA) Youth Tour is eligible.

Applicants must provide necessary aptitude test scores and financial need information.

Applications for both scholarships are due no later than **May 5, 2023**. Finalists will be sent a follow-up questionnaire that must be returned by **June 5, 2023**. Scholarship awards will be announced at the PREA Summer Meeting in July.

For more information or to download an application, visit [prea.com](http://prea.com). 📞

